

Summer Employment Opportunity:
Visitor Services Assistant



Rate of pay: \$15.20 / hour

Application deadline: April 25, 2021

Anticipated Start Date: Tuesday, May 18, 2021

Duration of employment: Conditional upon funding

Due to the current unpredictable climate related to the COVID-19 Pandemic, the duties of the Visitor Services position will be adjusted based upon current circumstances. The successful candidate will need to be flexible and adaptable. Technological skills will be highly considered in the selection of candidates for the positions as currently the Museum is closed to the public. All precautions will be taken to ensure the successful candidates will work in a safe environment, and ensure the health and safety of others.

Summary:

- To assist with all aspects of visitor services: reception desk, admission, registration for public programs, visitor statistics, patrolling galleries, and assisting with shop sales and inventory.

Key Responsibilities:

- Assists with general museum reception and visitor services, meets and greets the general public at the main entrance reception desk.
- Provides general information about the museum, exhibits and the community.
- Takes admission and public program fees using a Point of Sale system.
- Answers the telephone and fields calls to appropriate staff members.
- Handles and balances cash and related paper entries.
- Assists with sales and inventory in the Museum Shop, under the direction of the Shop Manager.
- Assists with the promotion, registration and implementation of public programs.
- Relays accurate information about planned programs and events.
- Assists with statistics on visitor attendance.
- May assist with informal tours of the galleries to individuals and groups.

Qualifications and Skills Preferred:

- Must enjoy working with the public, meeting new people, partnering with volunteers.
- Must possess good communication skills.
- Broad general knowledge and interest in the community of Campbell River and region, particularly visitor services and attractions, would be an asset.
- Applicant must be a youth between the ages of 16 and 30.

Skills to be Enhanced or Developed on the Job:

- Will learn about all aspects of visitor/hospitality services through training and on the job experience.
- Training on basic to intermediate use of Microsoft Word, computerized point of sale system, office equipment.
- Will learn basic evaluation strategies and statistics gathering and reporting.
- Learn to work within a team staff environment, supported by enthusiastic professional staff.

Note: This position is conditional upon funding. Only shortlisted candidates will be contacted.

Interested candidates should e-mail a cover letter and resume to Tona.McMurrans@crmuseum.ca.

Application deadline is April 25, 2021.